

IN THE CLAIMS

1. (Previously Presented) A method of processing information within a computer system, such method comprising the steps of:

sending a SIP SUBSCRIBE message from a first computer resource of the computer system to a presentity server of the computer system, the presentity server separate from the first computer resource, and requesting a status of a second resource separate from the presentity server where the second resource performs a predetermined service for the first resource;

sending a SIP NOTIFY message from the presentity server to the first resource notifying the first resource of the status of the second resource.

2. (Original) The method of processing information as in claim 1 further comprising the first resource requesting the predetermined service from a third resource when the second resource is not available.

3. (Previously Presented) The method of processing information as in claim 1 wherein the second resource is an automatic contact distributor which searches for the presentity server upon being activated and registers a presence by sending a SIP REGISTER message to the presentity server.

4. (Previously Presented) The method of processing information as in claim 3 wherein the first resource sends a SIP SUBSCRIBE message to the presentity server identifying the automatic contact distributor and requesting status information regarding the automatic contact distributor.

5. (Currently Amended) The method of processing information as in claim 4 wherein the presentity server further confirms that the automatic contact ~~server-distributor~~ server-distributor is registered and sends a SUBSCRIBE message requesting a SIP NOTIFY message to the automatic contact ~~server-distributor~~ server-distributor in response to confirming registration.

6. (Currently Amended) The method of processing information as in claim 5 wherein the requested status further comprises determining whether the automatic contact distributor is

available or unavailable and the automatic contact distributor forwarding the NOTIFY message containing notification of availability of the automatic contact distributor to the presentity server and to the first computer resource.

7. (Previously Presented) The method of processing information as in claim 6 wherein the step of determining the availability of the automatic contact distributor further comprises comparing a loading level of the automatic contact distributor with a threshold level and determining that the automatic contact distributor is unavailable when the loading level exceeds the threshold level and determining that the automatic contact distributor is available when the loading level does not exceed the threshold.

8. (Currently Amended) The method of processing information as in ~~claim 4~~ claim 5 wherein the ~~computer system further comprises an automatic call distributor forwards the~~ NOTIFY message containing a loading level of the call distributor to the presentity server and the first computer resource ~~automatic call distributor.~~

9. (Currently Amended) The method of processing information as in claim 8 wherein the second resource further comprises a call routing application of the automatic call distributor and wherein a report generator sends a SIP SUBSCRIBE message to the presentity server requesting status of the first resource and second resource and in response receives data for generating reports.

10. (Original) The method of processing information as in claim 9 wherein the first resource further comprises a call classification application of the automatic call distributor that determines a call type of an incoming call.

11. (Original) The method of processing information as in claim 10 further comprising defining the status as being a loading level of the call routing application.

12. (Original) The method of processing information as in claim 11 further comprising defining the loading level as a call queue length.

13. (Original) The method of processing information as in claim 12 further comprising determining that the routing application is unavailable when the loading level

exceeds a predetermined threshold and available when the routing application does not exceed the predetermined threshold.

14. (Currently Amended) The method of processing calls as in claim 13 further comprising the call classification application requesting the predetermined service ~~form~~ from a third resource when the call routing application is not available.

15. (Currently Amended) An apparatus for processing information within a computer system, such apparatus comprising:

means for sending a SIP SUBSCRIBE message from a first computer resource of the computer system to a presentity server of the computer system, the presentity server separate from the first computer resource, requesting a status of a second resource, separate from the presentity server, where the second resource performs a ~~predetermined~~ call transfers service for the first resource based upon the type of each call;

means for sending a SIP NOTIFY message from the presentity server to the first resource notifying the first resource of the status of the second resource; and

means for transferring the calls to a third resource when the second resource is not available.

16. (Currently Amended) The apparatus for processing information as in claim 15 further comprising means allowing the first resource to request the ~~predetermined service~~ call transfers from a third resource when the second resource is not available.

17. (Original) The apparatus for processing information as in claim 15 wherein the computer system further comprises an automatic call distribution system.

18. (Original) The apparatus for processing information as in claim 17 wherein the first and second resources further comprise call distributors of the automatic call distribution system.

19. (Currently Amended) The apparatus for processing information as in claim 18 wherein the ~~predetermined service further~~ call transfers comprise routing calls to agents.

20. (Original) The apparatus for processing information as in claim 19 wherein the requested status further comprises means for determining whether the second call distributor is available or unavailable.

21. (Original) The apparatus for processing information as in claim 20 wherein the means for determining the availability of the second call distributor further comprises means for comparing a loading level of the second call distributor with a threshold level and determining that the second call distributor is unavailable when the loading level exceeds the threshold level and determining that the second call distributor is available when the loading level does not exceed the threshold.

22. (Original) The apparatus for processing information as in claim 15 wherein the computer system further comprises an automatic call distributor.

23. (Original) The apparatus for processing information as in claim 22 wherein the second resource further comprises a call routing application of the automatic call distributor.

24. (Original) The apparatus for processing information as in claim 23 wherein the first resource further comprises a call classification application of the automatic call distributor that determines a call type of an incoming call.

25. (Original) The apparatus for processing information as in claim 24 further comprising defining the status as being a loading level of the call routing application.

26. (Original) The apparatus for processing information as in claim 25 further comprising defining the loading level as a call queue length.

27. (Original) The apparatus for processing information as in claim 26 further comprising means for determining that the routing application is unavailable when the loading level exceeds a predetermined threshold and available when the routing application does not exceed the predetermined threshold.

28. (Currently Amended) The apparatus for processing information as in claim 27 further comprising a third resource that wherein the call classification application requests the predetermined service from third resource when the call routing application is not available.

29. (Previously Presented) An apparatus for processing information within a computer system, such apparatus comprising:

a first computer resource and a second computer resource of the computer system said first computer resource being adapted to send a SIP SUBSCRIBE message to a presentity server of the computer system, the presentity server separate from the first computer resource, requesting a status of the second resource, separate from the presentity server, where the second resource performs a predetermined service for the first resource;

the presentity server that sends a SIP NOTIFY message to the first resource notifying the first resource of the status of the second resource.

30. (Original) The apparatus for processing information as in claim 29 further comprising a third computer resource that the first resource requests the predetermined service from when the second resource is not available.

31. (Original) The apparatus for processing information as in claim 29 wherein the computer system further comprises an automatic call distribution system.

32. (Original) The apparatus for processing information as in claim 31 wherein the first and second resources further comprise call distributors of the automatic call distribution system.

33. (Original) The apparatus for processing information as in claim 32 wherein the predetermined service further comprises routing calls to agents.

34. (Original) The apparatus for processing information as in claim 33 wherein the requested status further comprises a call queue that determines whether the second automatic call distributor is available or unavailable.

35. (Original) The apparatus for processing information as in claim 34 wherein the call queue further comprises a comparator adapted to compare a loading level of the second call distributor with a threshold level and determining that the second call distributor is unavailable when the loading level exceeds the threshold level and determining that the second call distributor is available when the loading level does not exceed the threshold.
36. (Original) The apparatus for processing information as in claim 29 wherein the computer system further comprises an automatic call distributor.
37. (Original) The apparatus for processing information as in claim 36 wherein the second resource further comprises a call routing application of the automatic call distributor.
38. (Original) The apparatus for processing information as in claim 37 wherein the first resource further comprises a call classification application of the automatic call distributor that determines a call type of an incoming call.
39. (Original) The apparatus for processing information as in claim 38 further comprising defining the status as being a loading level of the call routing application.
40. (Currently Amended) The apparatus for processing information as in ~~claim 39~~ claim 29 further comprising defining the loading level as a call queue length a reconfiguration processor which subscribes to a status of the first resource, detects whether the first resource has gone offline thereby becoming an offline resource, and in response to such a detection, instructs a proxy server to redirect to another resource any calls that would have gone to the offline resource.